

Handling Of Warranty Claims for HRV & CME Units

Titon products undergo comprehensive testing prior to sale and it is a fact that most issues arise as a result of installation or commissioning errors.

All warranty claims must be made by the company or the individual who purchased the unit.

The warranty we provide is limited to the unit and therefore does not cover the complete system.

Standard warranty periods are stated on our individual brochure pages.

Standard warranty covers both parts & labour.

There are three ways that warranty claims can be handled:

1. The unit can be returned to our factory for inspection and test. If found faulty due to a manufacturing fault, the unit will be repaired, re-tested and returned to you. In the event that it is not a valid warranty claim we can provide a price to repair, re-test and return to you. Prior to the unit being returned to us, we will need to confirm the unit is within the warranty period - this can be confirmed by advising us of the purchase order number from the original sale and the unit's serial number.
2. You can purchase the components necessary to repair the unit, then return the said faulty items to us for inspection and/or test. If they are found to be faulty due to a manufacturing fault we will credit the cost of the part(s). Prior to returning the said faulty parts for inspection/testing we will need to confirm the unit is within the warranty period - this can be confirmed by advising us of the purchase order number from the original sale and the unit's serial number.
3. We can visit site to complete an investigation and complete any necessary repairs. To enable us to visit, will require a Site Visit Request Form to be completed and returned to ourselves. Please contact us to receive a copy of the form. If the fault is not covered by the warranty i.e. not a manufacturing fault, we reserve the right to charge for the visit. Once the visit has been completed we will issue a full report in writing via email.

All warranty claims should be made through our sales office, tel. 01206 814879 or by e-mail ventsales@titon.co.uk